

ORDER STATUS ON-DEMAND AGENT

ABSTRACT OF THE DISCLOSURE

Disclosed are a method and system for providing information about a requisition order. In the method an automated agent is provided for receiving and identifying a set of inquiries, and for each identified inquiry, preparing an associated response. A user transmits to the agent one of said set of inquiries, and the agent identifies the transmitted inquiry and prepares the associated response. An instant messaging system is used to send said associated response from the agent to the user. The preferred embodiment of the invention may be used to provide to the end user a status of orders and other information about their order quickly and concisely. Important advantages of using this rather than conventional web based solutions are the speed, simplicity and ease of use of this solution